



DIVISION OVERVIEW

The purpose of the Utility Billing Division is to provide fair and accurate invoicing for water, sanitary sewer, storm water, refuse, recycling, and yard waste. The division handles the creation and collection of approximately 50,000 invoices annually in addition to providing customer service for issues related to utilities and refuse collection.

Water and sanitary sewage processing are purchased from the City of Columbus with billing to the residents of Gahanna processed through Gahanna's Utility Billing Division. Residents are billed quarterly, with one third of the City billed each month. The billing software is first updated to reflect current rates. The meter reading data is then extracted from Sensus MDM software, imported into the billing software, and verified for accuracy. Regular and delinquent bills are generated and final notices issued. After payments are processed for a quarter, a list of delinquent accounts is issued. Reports are generated routinely to track water use and financials.

The division acts as a liaison between the public and field staff for emergency repairs (water line breaks, sewer backups, boil alerts, pressure loss, etc). Inquiries and requests are also processed regarding billing, maintenance, inspections, water/sewer permits, installer licenses, refuse, recycling, yard waste, and household hazardous waste.

Refuse Collection

The City provides curbside collection by Rumpke, a contract hauler. Services provided by Rumpke include weekly separate refuse, recycling, and yard waste collections. The Utility Billing Division is the point of contact between the residents and Rumpke. During 2015 the division received 926 calls reporting incidents of missed trash, recycling, and yard waste pickups and other complaints. Given 9,904 households that receive pickup service for a possible 29,712 stops per week, or 1,545,024 stops per year, missed pickups amount to 0.06%.

Recycling

Last year Rumpke collected 9,351 tons of landfill municipal solid waste from 9,904 households. Curbside recycling diverted 2,714 tons from the landfill, representing 29% of collected solid waste. Gahanna is also part of the Solid Waste Authority of Central Ohio's (SWACO) "Smart Communities" recycling program. SWACO helps cities that recycle strengthen their communication and outreach programs.

Yard Waste

Rumpke collected 3,701 tons of yard waste during the year, which, combined with recycling, creates a 40.7% diversion rate. Yard waste is taken to Kurtz Brothers Compost facility to be converted to mulch, soil conditioners, and organic fertilizers.



FACTS

The Utility Billing Division maintains records for each single-family dwelling and business within the City of Gahanna. Usage history is documented for each account in addition to billing information.

The division processed 42,262 utility bills (water/sanitary/storm/refuse).

The division also:

- Processed 7,280 delinquent notices
- Processed 1,210 final bills
- Documented 527 service calls and 166 work orders
- Issued 28 new water connection permits and 27 new sewer connection permits.
- For a detailed list of activities performed by this division, click here: [G](#)



2015 COLLECTION RATES



Year	Tonnage Collected				Recycling Diversion Rate	Yard Waste Diversion Rate	Total Diversion Rate
	Solid Waste	Recycling	Yard Waste	Total	recycling tonnage / total tonnage	yard waste tonnage / total tonnage	recycling diversion + yard waste diversion
2008	9,832	3,308	3,354	16,494	20.1%	20.3%	40.4%
2009	9,652	2,652	3,278	15,582	17.0%	21.0%	38.1%
2010	10,010	3,085	3,479	16,574	18.6%	21.0%	39.6%
2011	9,168	2,591	3,266	15,025	17.2%	21.7%	39.0%
2012	9,128	2,395	3,121	14,644	16.4%	21.3%	37.7%
2013	9,234	2,602	3,013	14,849	17.5%	20.3%	37.8%
2014	9,278	2,568	3,677	15,523	16.5%	23.7%	40.2%
2015	9,351	2,714	3,701	15,766	17.2%	23.5%	40.7%

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